



# Frequently asked questions around Licensing and Functionality

## Licensing

### **Do I need a specific type of ServiceNow license to use this?**

- Any of your ServiceNow licensed users can build with VividCharts, we don't limit the number of users on our end. You do need a ServiceNow license to be able to access the VividCharts app to build, but you can expose dashboards and presentations to users that don't have ServiceNow licenses without having to export data.

### **Do I have to have PA to use this?**

- Definitely not, we have customers who use PA as well as those who don't. We do have quite a few time series chart visuals built for exclusive use with PA data. If you don't use PA you can still reference data from any table in ServiceNow.

### **Can I share these dashboards with Business Groups and Executives that aren't roled ServiceNow users?**

- Yes, all VividCharts data delivery vehicles (dashboards, infographics, ect.) are url's that can be shared with anyone, you do have the ability to set access controls for specific groups or roles. Additionally, you can export any dashboard to PDF to distribute.

### **Can I use VividCharts only for ITSM or certain modules of ServiceNow, or can I use it across my entire implementation?**

- VividCharts comes as an Enterprise Wide License and can used for any module of ServiceNow that your organization uses.



## Functionality

### **Can I combine data from multiple tables?**

- Absolutely, each of our proprietary chart types can be cloned, and customized to pull data from multiple tables, perform calculations, and then feed that pre-calculated data into the chart.

### **Can I filter and drill down?**

- Absolutely, you can apply dropdown and button filters to the whole dashboard, and click through to the underlying data in the ServiceNow table view, or have it link to any url, even a more detailed dashboard view with visuals.

### **Can we report on data sources outside of ServiceNow?**

- Absolutely, this is something we have helped customers do and have solutions for. The right solution just depends on where you want to get the data, reach out to us and we can figure out the best route for you.

### **Do you provide pre-built dashboards out of the box?**

- Yes, we have an ever growing set of VividCharts Starters that come out of the box for every VividCharts customer.

### **What if you don't have a chart type we need?**

- We love suggestions and requests for new chart types! If you have a chart type that is crucial to your reporting needs that you see we don't have in our library, please let us know and we can look at adding it!

### **Can I export dashboards to PDF or PowerPoint?**

- You can export any VividCharts data delivery vehicle to PDF, we do not have export to PowerPoint functionality because we encourage our customers to present live data leveraging VividCharts Narrative slide decks. We are not opposed to adding this in the future if customer demand is there.



### **Does VividCharts allow dot walking?**

- Absolutely.

### **Are reports mobile friendly?**

- Absolutely.

### **Can I schedule reports to be emailed out on certain cadences?**

- Absolutely.

**ABOUT VIVIDCHARTS:** VividCharts is a ServiceNow technology partner totally dedicated to visualizing and presenting your ServiceNow data directly in the platform. VividCharts offers live data slide-decks, infographics, and reporting portals as delivery vehicles, so you can share the story of your data with any group in your organization. Visit us at [Vividcharts.com](http://Vividcharts.com) to learn more and request a demo.

